Employment and
Social Development Canada

Emploi et
Développement social Canada

Service Canada

Innovation, Information and Technology Branch Access to Information and Privacy Inputs & Recommendations

List of applications using AI in ESDC in 2022

Category	Application	Additional Information
Customer Service (Call Center Virtual Assistant)	IBM Watson based Virtual Assistant solution	The National Service Desk has conducted a pilot using IBM Watson based Virtual Assistant solution. The pilot is ending the week of May 23rd and the environment is scheduled to be shutdown in early June. IBM Watson Assistant uses artificial intelligence that understands customers in context to provide fast, consistent, and accurate answers across any application, device, or channel. Remove the frustration of long wait times, tedious searches, and unhelpful chatbots with the leader in trustworthy AI.
Triage	Record of Employment Comments (ROEC) Artificial Intelligence (AI)	The COVID 19 pandemic triggered an unprecedented volume of Employment Insurance (EI) claims and numerous Records of Employment (ROE). Approximately 14% of electronically submitted ROE forms include a comment from an employer. With the current Employment Insurance (EI) automated process, the ROE forms that contain a comment are automatically removed from the pipeline, considered a contentious claim, and require an Agent to review. This has increased EI workload. The implementation of the Record of Employment Comments (ROEC) Artificial Intelligence (AI) model seeks to minimize the number of reviews required by an agent by the model interpreting and triaging the comments in order for the claim to continue as part of the automated processing.

A-2022-00257

"Please provide a list of all application categories in which artificial intelligence is being used in 2022."

Clarification: "application categories" refers to any type of application under various streams, Family classes and/or Economic classes submitted to ESDC.

BISB RESPONSE :

Our review of the request, if the use of the word applications to be a "benefit":

Artificial Intelligence is used within the Record of Employment process (by reviewing the Comments provided by the employer), as part of the processing of EI benefit applications.

A-2022-00257 NEW CALL ACCESS

"Please provide a list of all application categories in which artificial intelligence is being used in 2022."

Human Resources and Service Branch's interactive search tool:

Artificial Intelligence Access / Accès à l'intelligence artificielle (ALIA)